

# The ROI of ERP

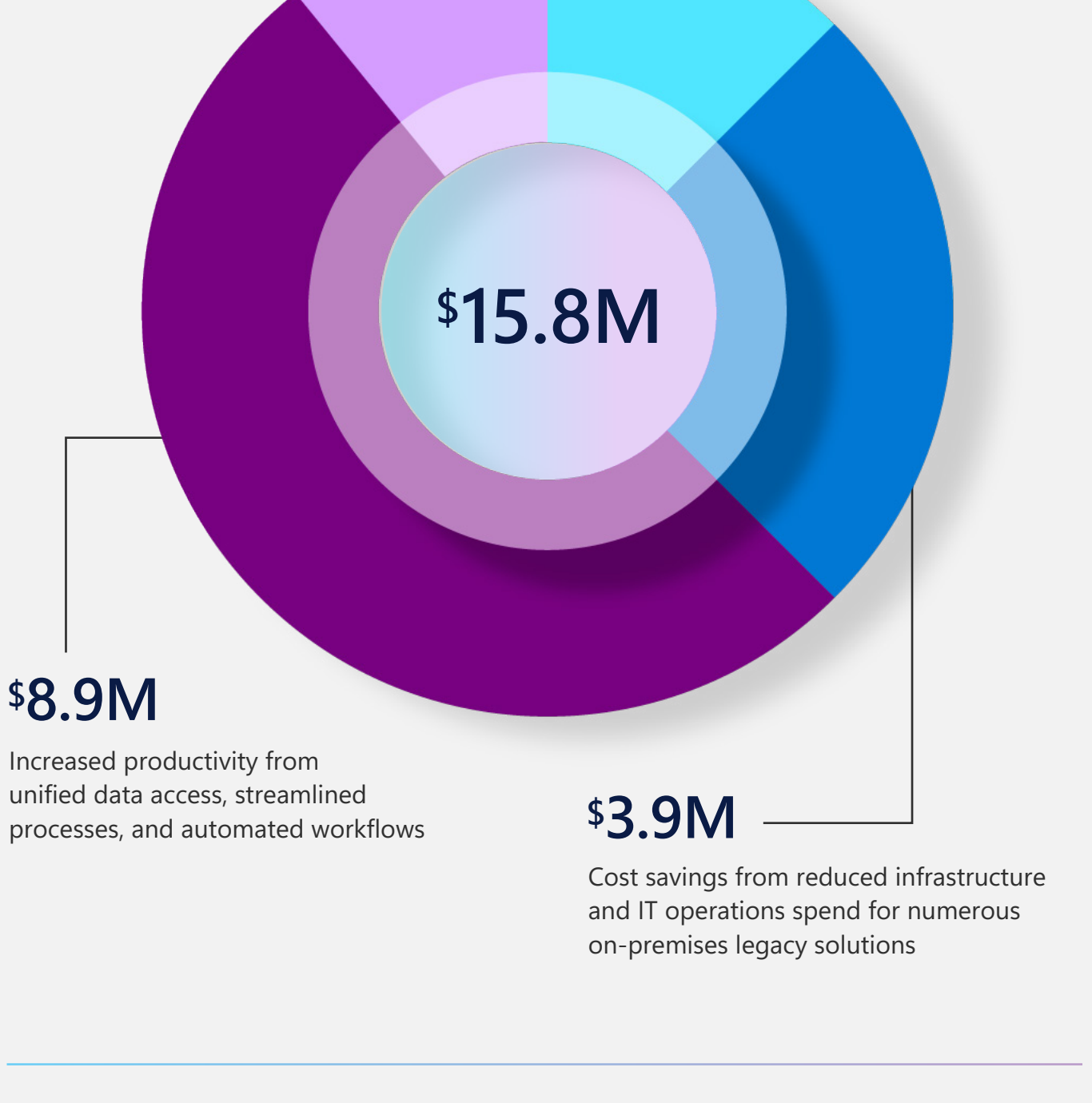
Maximizing business value with Dynamics 365

In 2024, Microsoft commissioned Forrester Consulting to conduct a Total Economic Impact™ study to examine the potential return on investment (ROI) enterprises may realize by deploying Microsoft Dynamics 365, an enterprise resource planning (ERP) solution. These are the results of that study.\*

## Dynamics 365 delivered meaningful business value



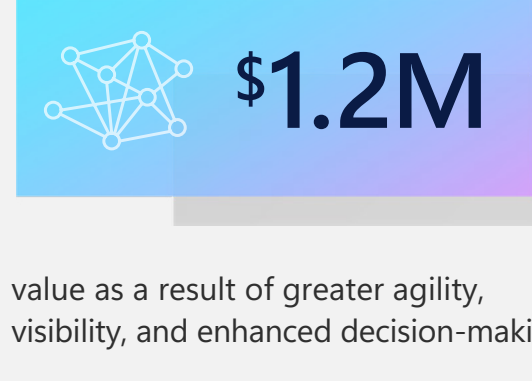
## A closer look at total present value of benefits



## Increased productivity and profitability

“Finance and Supply Chain Management now can make tangible decisions that are data-driven based on the tools and feedback that Dynamics 365...provided.”

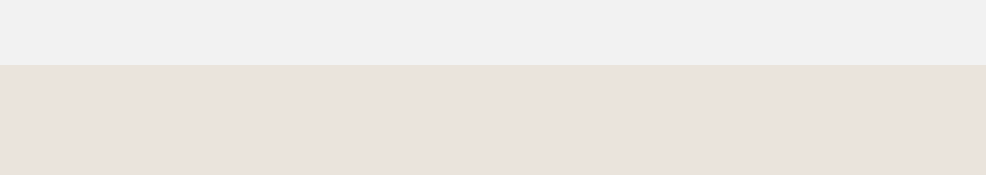
– Senior director of IT, healthcare/life sciences



value as a result of greater agility, visibility, and enhanced decision-making

### Features driving productivity gains

- AI-powered automation
- Business intelligence analytics and dashboards
- System access and data integration across business units
- Integration with Microsoft 365 and Azure



saved as a result of 7–15 hours saved per week

## Some benefits are immeasurable

### Enhanced employee experience

Dynamics 365 offers greater stability and better performance than legacy solutions and lessens the amount of mundane and tedious work required.

“[The legacy solution] had been very heavily customized to the point that it wasn’t upgradable. These other systems we were using were non-scalable [and] not really able to grow and do any of these other tasks.”

– Head of delivery and innovation, agriculture

### Improved cybersecurity posture

Fewer on-premises systems and the shift of management and maintenance duties to Microsoft decrease the amount and severity of cybersecurity vulnerabilities.

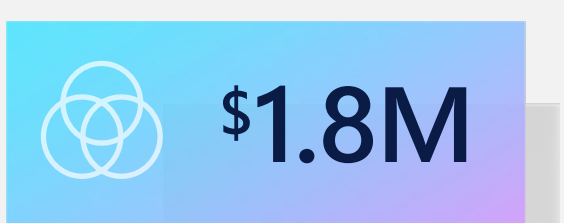
“Being on old software at any level in the stack is a greater cybersecurity risk because we can’t just get good virus protection, patch maintenance, and those sorts of things for old operating systems.”

– Vice president of IT, manufacturing/construction

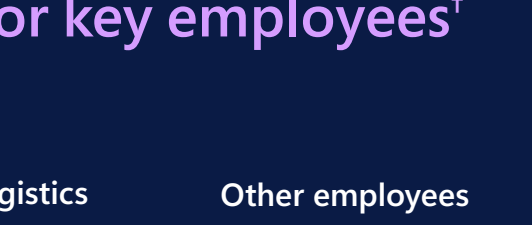
## Reduced infrastructure and complexity

“We did a high-level review and we’re looking at a half a million dollars plus in hardware and software on the server side, as well as extending our colocation contract.... When we bundled that all together and compared it to the licensing [for Dynamics 365], there was a good amount of savings or cost avoidance we would incur by going to the cloud versus staying on-prem.”

– Vice president, energy



value in offloaded costs associated with on-premises solutions

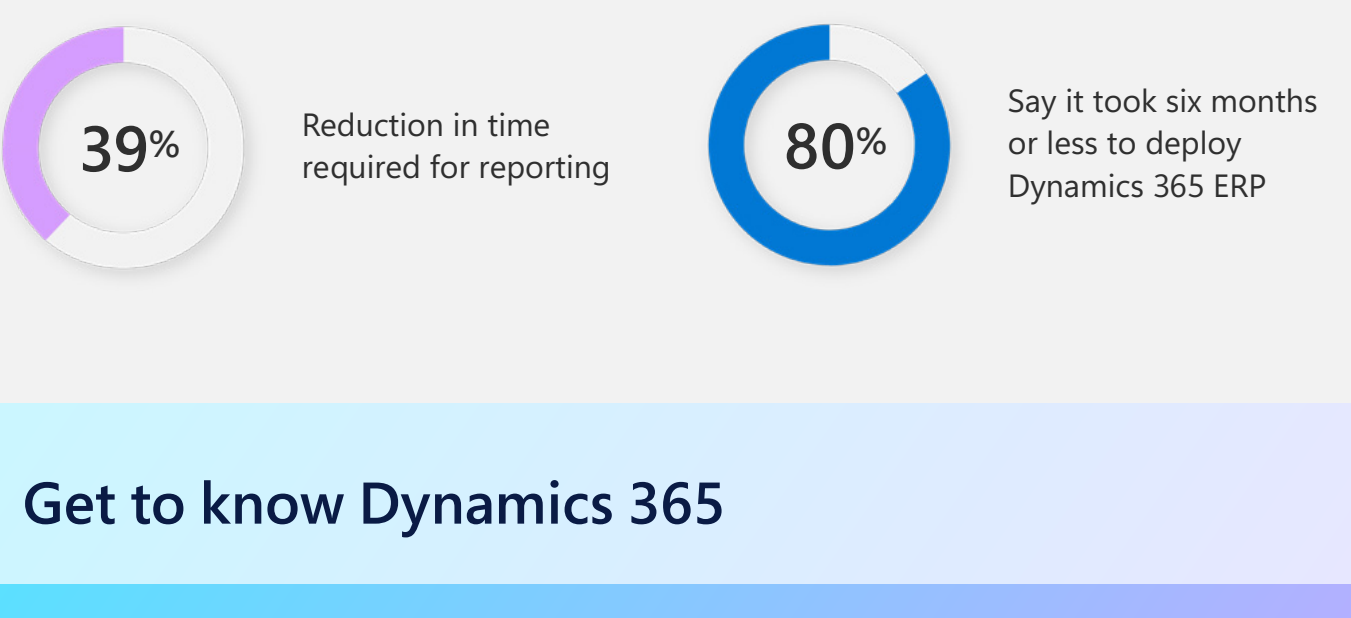


value in organizational simplification

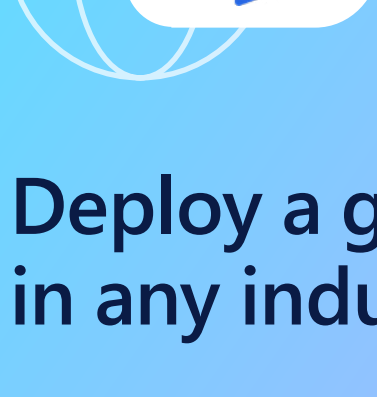
### Dynamics 365 saved time for key employees†

Finance & accounting	Supply chain & logistics	Other employees
14.5	8.7	7.4
hours saved per week	hours saved per week	hours saved per week

## This gift keeps giving†



## Get to know Dynamics 365



## Deploy a global ERP solution in any industry

Multi-national organizations must monitor country-specific compliance and tax guidelines. A global ERP solution helps meet these needs with ease.

### Industries using Dynamics 365 now

- Manufacturing
- Retailers
- Professional services
- Consumer goods
- Banking and capital markets
- Government
- Nonprofit
- Energy
- Health provider
- Automotive
- Travel and transportation
- Education
- Insurance
- Pharmaceuticals
- Media and entertainment
- Forestry and fishing
- Agriculture
- Telecommunications

## Agility fosters profitability and competitive advantage

Dynamics 365 streamlines your everyday financials and operations. Collaborate effectively, optimize business tasks, and drive growth. Cloud ERP systems are flexible, giving you access to your information from anywhere, boosting productivity, and keeping teams connected throughout the globe.

[Read the full study](#) ➔

To understand the potential for your organization, read the full Forrester TEI study.

[Learn more](#) ➔

Contact sales to see how Microsoft Dynamics 365 can help your organization lower costs and boost productivity.

\*Results are based on a composite organization of 5,000 employees with \$1 billion in annual revenue. Benefits are based on a three-year risk-adjusted present value.

†Survey respondents: 320 professionals with experience using Dynamics 365